

U S WEST, Inc.
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USWEST

Elridge A. Stafford
Executive Director-
Federal Regulatory

DOCKET FILE COPY ORIGINAL

February 1, 1999

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FEB - 1 1999

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas, Secretary
Federal Communications Commission
445 12th Street, S.W, Room TW-A325
Washington, DC 20554

RE: U S WEST's Quarterly ONA Nondiscrimination Reports,
CC Docket No. 88-2, Phase I

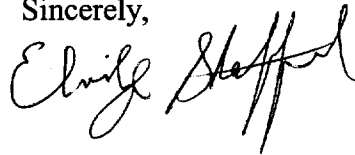
Dear Ms. Salas:

U S WEST hereby submits its ONA nondiscrimination reports for provisioning and installation for the fourth quarter of 1998.

Acknowledgment of date of receipt of this submission is requested. A duplicate letter is provided for this purpose.

Please contact me if you have any questions.

Sincerely,



Attachments

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

**Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998**

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Orders	148738	Average Interval	271922	Average Interval
Due Dates Missed	5656	(In Days)	13359	(In Days)
% Due Dates Missed	3.80%	6	4.91%	7
		7		7
A2- PBX				
Total Orders	3142	Average Interval	16636	Average Interval
Due Dates Missed	255	(In Days)	1266	(In Days)
% Due Dates Missed	8.12%	14	7.61%	17
		14		14
A3- Centrex				
Total Orders	3507	Average Interval	7735	Average Interval
Due Dates Missed	181	(In Days)	519	(In Days)
% Due Dates Missed	5.16%	8	6.71%	10
		8		10
A4- WATS				
Total Orders	0	Average Interval	108	Average Interval
Due Dates Missed	0	(In Days)	13	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.04%	13
		0.00		10
A5- Mobile				
Total Orders	3	Average Interval	12	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	5	25.00%	10
		5		12
A6- Feature Group A				
Total Orders	3	Average Interval	281	Average Interval
Due Dates Missed	1	(In Days)	29	(In Days)
% Due Dates Missed	33.33%	10	10.32%	10
		14		9
A7- Foreign Exchange				
Total Orders	607	Average Interval	2008	Average Interval
Due Dates Missed	32	(In Days)	128	(In Days)
% Due Dates Missed	5.27%	10	6.37%	9
		8		7

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Orders	0	Average Interval	208	Average Interval
Due Dates Missed	0	(In Days)	46	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	22.12%	64
		0.00		56
B2-Feature Group D				
Total Orders	0	Average Interval	2107	Average Interval
Due Dates Missed	0	(In Days)	360	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	17.09%	65
		0.00		48
B3- DID				
Total Orders	430	Average Interval	3328	Average Interval
Due Dates Missed	60	(In Days)	358	(In Days)
% Due Dates Missed	13.95%	28	10.76%	32
		19		17

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Orders	3	Average Interval	5	Average Interval
Due Dates Missed	1	(In Days)	0	(In Days)
% Due Dates Missed	33.33%	105	0.00%	23
		190		14
C2-Packet Synchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
C3-Packet Asynchronous Access				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	100.00%	63
		0.00		63

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Orders	3	Average Interval	160	Average Interval
Due Dates Missed	0	(In Days)	29	(In Days)
% Due Dates Missed	0.00%	59	18.13%	10
		0.00		26
D2- Protective Relay				
Total Orders	0	Average Interval	236	Average Interval
Due Dates Missed	0	(In Days)	43	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	18.22%	32
		0.00		25
D3- Control Circuit				
Total Orders	1	Average Interval	183	Average Interval
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	0.00%	1	7.65%	10
		1		8

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1- Telegraph 75 Baud				
Total Orders	0	Average Interval	8	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.50%	38
		0.00		90
E2- Telegraph 150 Baud				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	100.00%	45
		0.00		45

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Orders	0	Average Interval	87	Average Interval
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	16.09%	14
		0.00		13
F2- Voice, Switched Line				
Total Orders	33	Average Interval	1481	Average Interval
Due Dates Missed	8	(In Days)	274	(In Days)
% Due Dates Missed	24.24%	37	18.50%	24
		20		24
F3- Voice, Switched Trunk				
Total Orders	6	Average Interval	885	Average Interval
Due Dates Missed	0	(In Days) -	167	(In Days)
% Due Dates Missed	0.00%	20	18.87%	53
		0.00		32
F4- Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	42	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	16.67%	33
		0.00		24
F5- Data, Low Speed				
Total Orders	0	Average Interval	158	Average Interval
Due Dates Missed	0	(In Days)	26	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	16.46%	19
		0.00		17
F6- Basic Data and Voice				
Total Orders	76	Average Interval	5402	Average Interval
Due Dates Missed	9	(In Days)	770	(In Days)
% Due Dates Missed	11.84%	48	14.25%	25
		84		22
F7- Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	378	Average Interval
Due Dates Missed	0	(In Days)	40	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	10.58%	25
		0.00		21
F8- Voice/Data SSN Access				
Total Orders	0	Average Interval	18	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	14
		0.00		14
F9- Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	8
		0.00		8
F10- Data Extension, Voice Grade				
Total Orders	0	Average Interval	117	Average Interval
Due Dates Missed	0	(In Days)	27	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	23.08%	35
		0.00		34
F11- Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F12- Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

		<u>AFFILIATE</u>			<u>ALL OTHERS</u>
G1- Program Audio, 200-3500 Hz					
Total Orders	0		Average Interval	27	Average Interval
Due Dates Missed	0		(In Days)	1	(In Days)
% Due Dates Missed		NO ACTIVITY	0.00	3.70%	8
			0.00		9
G2- Program Audio, 100-5000 Hz					
Total Orders	1		Average Interval	34	Average Interval
Due Dates Missed	0		(In Days)	5	(In Days)
% Due Dates Missed	0.00%		42	14.71%	22
			0.00		17
G3- Program Audio, 50-8000 Hz					
Total Orders	2		Average Interval	106	Average Interval
Due Dates Missed	1		(In Days)	13	(In Days)
% Due Dates Missed	50.00%		20	12.26%	18
			20		15
G4- Program Audio, 50-15000 Hz					
Total Orders	0		Average Interval	62	Average Interval
Due Dates Missed	0		(In Days)	14	(In Days)
% Due Dates Missed		NO ACTIVITY	0.00	22.58%	20
			0.00		22

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio				
Total Orders	0	Average Interval	63	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	14.29%	21
		0.00		43
H2- TV Channel, 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Digital Voice Circuit				
Total Orders	7	Average Interval	384	Average Interval
Due Dates Missed	0	(In Days)	52	(In Days)
% Due Dates Missed	0.00%	15	13.54%	52
		16		19
I2- Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	140	Average Interval
Due Dates Missed	0	(In Days)	29	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	20.71%	73
		0.00		102
I3- Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	44	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.82%	32
		0.00		19
I4- Digital Data, 9.6 kbps				
Total Orders	3	Average Interval	1316	Average Interval
Due Dates Missed	0	(In Days)	154	(In Days)
% Due Dates Missed	0.00%	8	11.70%	23
		8		21
I5- Digital Data, 56 kbps				
Total Orders	35	Average Interval	15096	Average Interval
Due Dates Missed	14	(In Days)	2287	(In Days)
% Due Dates Missed	40.00%	36	15.15%	29
		30		25

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Orders	410	Average Interval	26914	Average Interval
Due Dates Missed	171	(In Days)	6432	(In Days)
% Due Dates Missed	41.71%	54	23.90%	40
		61		34

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1- Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	20	Average Interval	
Due Dates Missed	0	(In Days)	4	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	20.00%	78	
		0.00		36	
K2- Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00	
		0.00		0.00	
K3- Dedicated Hicap Digital, 44.736 mbps					
Total Orders	4	Average Interval	1223	Average Interval	
Due Dates Missed	2	(In Days)	267	(In Days)	
% Due Dates Missed	50.00%	113	21.83%	53	
		85		46	
K4- Dedicated Hicap Digital, >45 mbps					
Total Orders	0	Average Interval	24	Average Interval	
Due Dates Missed	0	(In Days)	7	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	29.17%	55	
		0.00		38	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Orders	4510	Average Interval	9	Average Interval
Due Dates Missed	475	(In Days)	0	(In Days)
% Due Dates Missed	10.53%	16	0.00%	6
		16		0.00
L2- Basic PAL				
Total Orders	9887	Average Interval	12240	Average Interval
Due Dates Missed	380	(In Days)	450	(In Days)
% Due Dates Missed	3.84%	19	3.68%	7
		8		6

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Tickets	56		143	
Average Interval in Hrs/Mns	8	29	5	36
A2- PBX				
Total Tickets	197		4039	
Average Interval in Hrs/Mns	4	42	7	10
A3- Centrex				
Total Tickets	176		415	
Average Interval in Hrs/Mns	5	9	6	33
A4-WATS				
Total Tickets	0		104	
Average Interval in Hrs/Mns	NO ACTIVITY		9	30
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	0		247	
Average Interval in Hrs/Mns	NO ACTIVITY		29	15
A7- Foreign Exchange				
Total Tickets	382		1409	
Average Interval in Hrs/Mns	9	23	6	57

Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Tickets	0		40	
Average Interval in Hrs/Mns	NO ACTIVITY		3	22
B2- Feature Group D				
Total Tickets	0		433	
Average Interval in Hrs/Mns	NO ACTIVITY		10	21
B3- DID				
Total Tickets	322		3120	
Average Interval in Hrs/Mns	5	32	5	27

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Quarterly ONA Maintenance Report
 U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Tickets	27		2552	
Average Interval in Hrs/Mns	13	55	3	25
C2-Packet Synchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
C3-Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1- Protective Alarm			
Total Tickets	0	64	
Average Interval in Hrs/Mns	NO ACTIVITY	4	16
D2- Protective Relay			
Total Tickets	0	269	
Average Interval in Hrs/Mns	NO ACTIVITY	8	32
D3- Control Circuit			
Total Tickets	0	3	
Average Interval in Hrs/Mns	NO ACTIVITY	2	37

1. 凡在本行开立存款账户的客户，均可申请开通网上银行服务。

Quarterly ONA Maintenance Report
 U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1- Telegraph Grade, 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	
E2- Telegraph Grade, 150 Baud			
Total Tickets	0	30	
Average Interval in Hrs/Mns	NO ACTIVITY	6	12

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Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	6		446	
Average Interval in Hrs/Mns	6	10	6	31
F2- Voice, Switched Line				
Total Tickets	626		4061	
Average Interval in Hrs/Mns	5	26	5	58
F3- Voice, Switched Trunk				
Total Tickets	741		4690	
Average Interval in Hrs/Mns	7	44	6	2
F4- Voice and Tone, Radio Land Line				
Total Tickets	0		241	
Average Interval in Hrs/Mns	NO ACTIVITY		6	47
F5- Data, Low Speed				
Total Tickets	0		167	
Average Interval in Hrs/Mns	NO ACTIVITY		6	39
F6- Basic Data and Voice				
Total Tickets	335		11511	
Average Interval in Hrs/Mns	4	6	4	38
F7- Voice and Data, PSN Access				
Total Tickets	0		338	
Average Interval in Hrs/Mns	NO ACTIVITY		4	58
F8- Voice and Data, SSN Access				
Total Tickets	0		2	
Average Interval in Hrs/Mns	NO ACTIVITY		4	3
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	0		291	
Average Interval in Hrs/Mns	NO ACTIVITY		3	30
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F12- Protective Relay, Voice Grade				
Total Tickets	0		11	
Average Interval in Hrs/Mns	NO ACTIVITY		13	53

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Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Tickets	0		17	
Average Interval in Hrs/Mns	NO ACTIVITY		6	14
G2- Program Audio, 100-5000 Hz				
Total Tickets	0		17	
Average Interval in Hrs/Mns	NO ACTIVITY		5	39
G3- Program Audio, 50-8000 Hz				
Total Tickets	2		31	
Average Interval in Hrs/Mns	4	58	4	44
G4- Program Audio, 50-15000 Hz				
Total Tickets	1		53	
Average Interval in Hrs/Mns	0	37	9	12

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Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
H1- TV Channel, 1 Way 15 kHz Audio		
Total Tickets	0	68
Average Interval in Hrs/Mns	NO ACTIVITY	4 9
H2- TV Channel, 1 Way 5 kHz Audio		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY

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Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Dedicated Voice Circuit				
Total Tickets	2		91	
Average Interval in Hrs/Mns	3	40	3	45
I2- Dedicated Data 2.4 kbps				
Total Tickets	0		204	
Average Interval in Hrs/Mns	NO ACTIVITY		4	55
I3- Dedicated Data 4.8 kbps				
Total Tickets	0		58	
Average Interval in Hrs/Mns	NO ACTIVITY		3	46
I4- Dedicated Data 9.6 kbps				
Total Tickets	4		1051	
Average Interval in Hrs/Mns	0	55	4	16
I5- Dedicated Data 56 kbps				
Total Tickets	88		14333	
Average Interval in Hrs/Mns	3	50	3	51

Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	292		12581	
Average Interval in Hrs/Mns	5	27	3	18
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Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Tickets	5374		0	
Average Interval in Hrs/Mns	29	58	NO ACTIVITY	
L2- Basic PAL				
Total Tickets	4000		2239	
Average Interval in Hrs/Mns	22	18	39	51

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Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
 4 QTR 1998

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	68,283	137,940
Average Interval in Hrs/Mns	28:36	25:34
Due Dates Missed	5,823	12,907
% Due Dates Missed	8.53%	9.36%
A2 - PBX		
Total Tickets	1,325	11,802
Average Interval in Hrs/Mns	35:13	22:31
Due Dates Missed	162	1,240
% Due Dates Missed	12.23%	10.51%
A3 - Centrex		
Total Tickets	18,485	29,734
Average Interval in Hrs/Mns	32:16	29:43
Due Dates Missed	2,098	4,289
% Due Dates Missed	11.35%	14.42%
A4 - WATS		
Total Tickets	2	132
Average Interval in Hrs/Mns	0:05	12:50
Due Dates Missed	0	13
% Due Dates Missed	0.00%	9.85%
A5 - Mobile		
Total Tickets	8	63
Average Interval in Hrs/Mns	15:54	5:41
Due Dates Missed	1	1
% Due Dates Missed	12.50%	1.59%
A6 - Feature Group A		
Total Tickets	14	224
Average Interval in Hrs/Mns	10:23	16:44
Due Dates Missed	3	29
% Due Dates Missed	21.43%	12.95%
A7 - Foreign Exchange		
Total Tickets	401	1,459
Average Interval in Hrs/Mns	13:38	14:16
Due Dates Missed	20	161
% Due Dates Missed	4.99%	11.03%

Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
4 QTR 1998

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph grade, 75 baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2 - Telegraph grade, 150 baud		
Total Tickets	0	189
Average Interval in Hrs/Mns	NO ACTIVITY	46:05
Due Dates Missed	0	105
% Due Dates Missed		55.56%
